



Change History Log:

December 17, 2001

In Response Reply to: 02EDU0062

Department of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

Subject: Contract # ED-99-DO-0002
Task Order # 77.5 Consistent Answers for Customers
Deliverable 77.5.2: Enterprise Customer Service Delivery Model – Current State Analysis

Dear Ms. Seifert:

Enclosed is the **Consistent Answers for Customers deliverable for 77.5.2** that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

ACCENTURE, LLP

Deliverable 77.5.2 Enterprise Customer Service Delivery Model – Current State Analysis					
Suggested Changes/Comments	Section	Author	Date	Change Made Y/N	Comment
Add Executive Summary and Table of Contents	TOC	Dublin	12/18/01	Y	Dena Bates requested an executive summary and table of contents for the deliverable
Update Customer Service and Support Call Center AS IS Operating Model to be more reflective of current operations	SFA OP Models	Dublin	12/18/01	Y	Dena Bates requested the deliverable more accurately reflect the current CSSCC operations.
Add explanation for CIC scorecards	Scorecard	Dublin	12/18/01	Y	Dena Bates requested a scorecard explanation
Spell out acronyms on executive summary	Exec Sum	Dublin	12/19/01	Y	Dena Bates
Change Loan Application to FAFSA on Customer Service and Support Call Center AS IS Operating Model	SFA OP Models	Dublin	12/18/01	Y	Dena Bates